

KEY FACTS SHEET: nbn™ HOME PLANS



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Key Facts

This essential information applies to the following **Internet-1® nbn™ Home Plans**, delivered on fixed line connections (NBN FTTN, FTTC, FTTB, FTTP, HFC) and NBN Fixed Wireless (FW) connections.

The following indicates your **nbn™ Home Plan's** typical download speeds and internet usage during 7pm to 11pm, which is commonly referred to as the **'busy period'**.

Please note, that nbn™ Fixed Wireless connections are offered as a maximum speed of 50 Mbps.

NBN Speed Tier	HOME12	HOME25	HOME50	HOME100
	12/1 Mbps	25/10 Mbps	50/20 Mbps	100/40 Mbps
Typical Evening Speed (7pm – 11pm)	9 Mbps to 11 Mbps	20 Mbps to 23 Mbps	40 Mbps to 47 Mbps	80 Mbps to 93 Mbps
Number of simultaneous users or devices (approx.)	1-2	2-3	3-6	6-9
What Can I Do On This Plan?				
Web browsing & email	✓	✓	✓	✓
Social media & music streaming	✓	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓	✓
High Definition (HD) streaming	✗	✓	✓	✓
UHD/4k streaming	✗	✗	✗	✓
Online gaming	✗	✗	✓	✓

The 4 NBN speed tiers, HOME 12, HOME 25, HOME 50 & HOME 100, are the maximum line speeds possible outside of peak hours. It is unlikely that you will experience these maximum speeds.

Typical evening speed indicates average measured download speeds between 7pm and 11pm. Your actual speed may be different due to various factors. When your connection to FTTN, FTTB or FTTC is complete, your speed to your connection will be confirmed once the service is active. Fixed wireless speeds may be slower than fixed line services.

Until we have installed and activated your nbn™ home service, we will be unable to confirm your maximum line speed. As soon as you are connected, we can check if your line can support the speed tier that you have chosen. If it cannot, we can move you across to a lower speed tier (if possible), or you can choose to terminate your service, in each case without charge.

IMPORTANT INFORMATION

Technical Limitations

Your nbn™ service will not work if your electricity goes out, unless you have a FTTP connection with an nbn™ backup battery installed.

Speeds may be affected by:- the type, age, quality & configuration of your modem, in-house wiring, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference from other Wi-Fi devices nearby and other Wi-Fi devices connected.

For help in maximising your nbn™ performance, feel free to give us a call on **1800 2 HELP YOU** (1800 2435 7968).

Medical and Security Alarms

If you have a medical or a security alarm, you must check to see if they will work with an nbn™ connection before entering into an agreement with us for a nbn™ service.

If your medical or security alarm is not compatible, contact your alarm supplier to see if there are alternatives available.

INTERNET-1.COM

MAIN NUMBER
1300 INTERNET

TO GET CONNECTED
1300 2 CONNECT

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CUSTOMER SERVICE
1800 2 HELP YOU

SUPPORT
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